



**Actuarial & Employer Services Branch**  
P.O. Box 942709  
Sacramento, CA, 94229-2709  
Telecommunications Device for the Deaf - (916) 795-3240  
**888 CalPERS** (or **888-225-7377**)      FAX (916) 795-3005

September 16, 2008

## **AGENDA ITEM #6**

**TO: MEMBERS OF THE BENEFITS AND PROGRAM ADMINISTRATION COMMITTEE**

- I. SUBJECT:** 2008 Employer Survey Results
- II. PROGRAM:** Actuarial and Employer Services
- III. RECOMMENDATION:** Information Only
- IV. ANALYSIS:**

The 2008 Employer Survey Report was administered, analyzed and prepared by the Employer Services Division and Michael Strategic Analysis. The last Employer Survey was conducted in 2004. The online survey conducted in May 2008 consisted of 483 respondents from Public Agency and School employers with 60 questions spanning the Retirement Program, the Health Benefits Program, and the Supplemental Income Program, as well as general CalPERS questions. Answers were given on a 1 to 10 rating scale, with 10 being the highest.

Overall, CalPERS services and products are rated highly by employers. Employer satisfaction is trending upward from an overall rating of 7.41 (above average) in 2004, to a rating of 7.75 (high) in 2008. The survey's lowest ratings also improved nearly a full point from 6.3 in 2004 to 7.2 in 2008.

Following are highlights of the survey:

- 96% of employers surveyed rated the overall value of CalPERS to their organization as "good" to "excellent".
- 83.5% of employers surveyed are aware that CalPERS is implementing a new technology system in late 2009.
- Retirement Program ratings:
  - Overall average rating by employers – 7.8
  - "Accuracy of employer publications" received the highest rating of 8.3.
  - "Employer understanding of laws and rules" received the lowest rating of 7.4.

- Health Program ratings:
  - Overall average rating by employers – 7.7
  - “Ability of CalPERS staff to answer questions” received the highest rating of 8.0.
  - “Training and education on Health Program” received the lowest rating of 7.5.
- Supplemental Income Program ratings:
  - Overall average rating by employers – 8.0
  - “Ability of CalPERS staff to answer questions” received the highest rating of 8.1.
- Universal CalPERS question ratings:
  - Overall average rating by employers – 7.6
  - “CalPERS keeping employers up to date” received the highest rating of 7.9.
  - “Awareness of CalPERS work on retirement and actuarial issues” received the lowest rating of 7.3.
- Equal satisfaction across various categories:
  - By level of respondent (executives, managers/supervisors, and analysts/technicians) - average ratings of 7.75.
  - By program (Retirement, Health, and Supplemental Income Programs) - average ratings of 7.78.
- Unequal satisfaction across various categories:
  - By employer location - Northern California employer rating of 7.94 compared to Southern California employer rating of 7.6.
  - By employer type - Public Agency employer rating of 7.79 compared to School employer rating of 7.55.
  - By employer size - smaller employers gave higher ratings than our medium and large employers with ratings of 8.08, 7.81, and 7.49 respectively.

## **V. STRATEGIC PLAN:**

This project supports the CalPERS Strategic Plan. Objective 4.1 of the CalPERS Three Year Business Plan states: “By December 31, 2009, 75% of the members and stakeholders surveyed which will rate the value of CalPERS as good to excellent.”

**VI. RESULTS/COSTS:**

There are no costs associated with this item.



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Lori McGartland, Chief  
Employer Services Division



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Ronald L. Seeling, Chief Actuary  
Actuarial and Employer Services